

**CHIEF OPERATING OFFICER'S REPORT  
METRO OPERATIONS  
COMMITTEE**

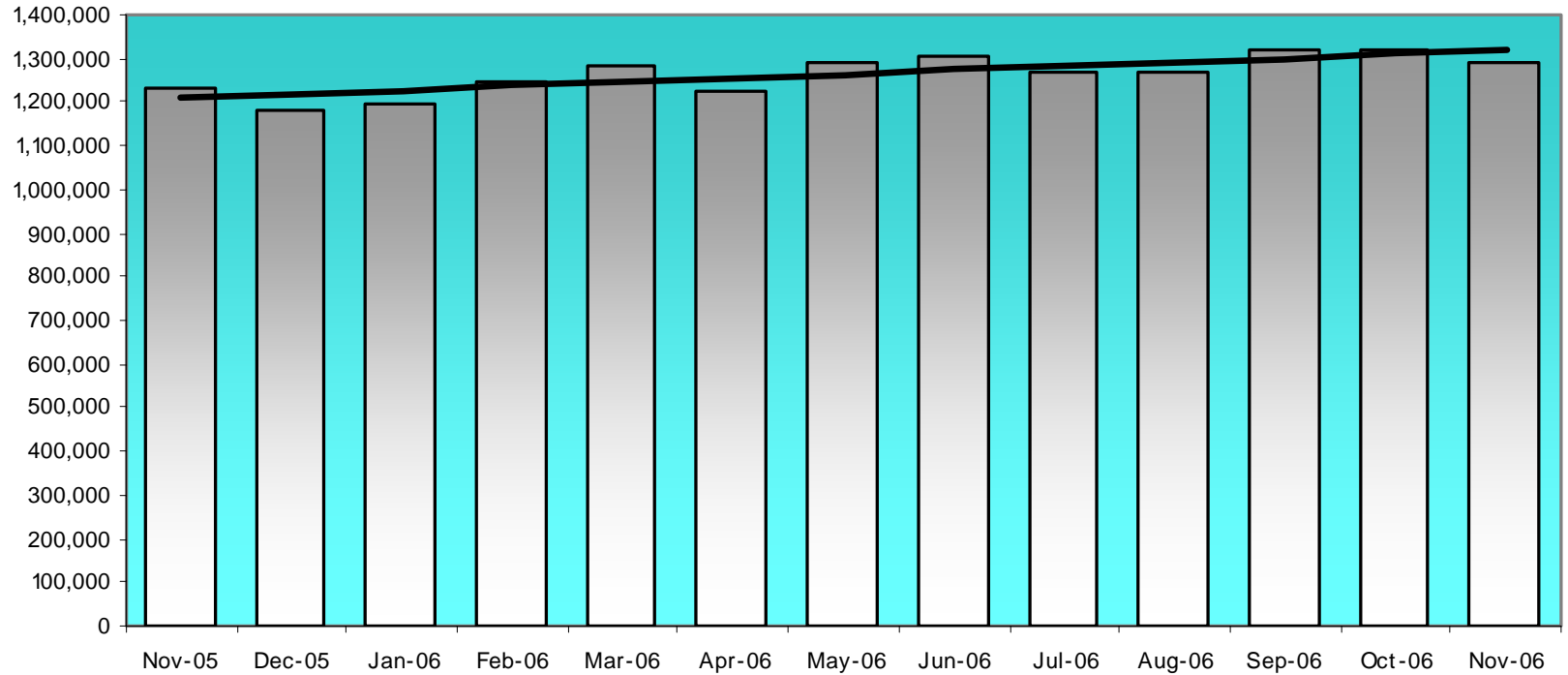
**Carolyn Flowers  
Interim Chief Operating Officer  
January 18, 2007**



**Metro**

# Direct and Contracted Bus Ridership

Average Weekday Boardings



	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06
█ Avg. Weekday Boardings	1,232,984	1,183,408	1,195,799	1,250,281	1,282,920	1,225,387	1,292,282	1,306,486	1,270,607	1,268,617	1,322,530	1,319,398	1,291,341



# Customer Service

**F**REEWAY  
**S**ERVICE  
**P**ATROL



FSP Assists	
FY06-YTD Compared To FY07-YTD	
FY06- November YTD	FY07- November YTD
135,390	132,760

**S**ERVICE  
**A**UTHORITY  
**F**REEWAY  
**E**MERGENCIES



SAFE Calls Answered	
FY06-YTD Compared To FY07-YTD	
FY06- December YTD	FY07- December YTD
38,479	30,113

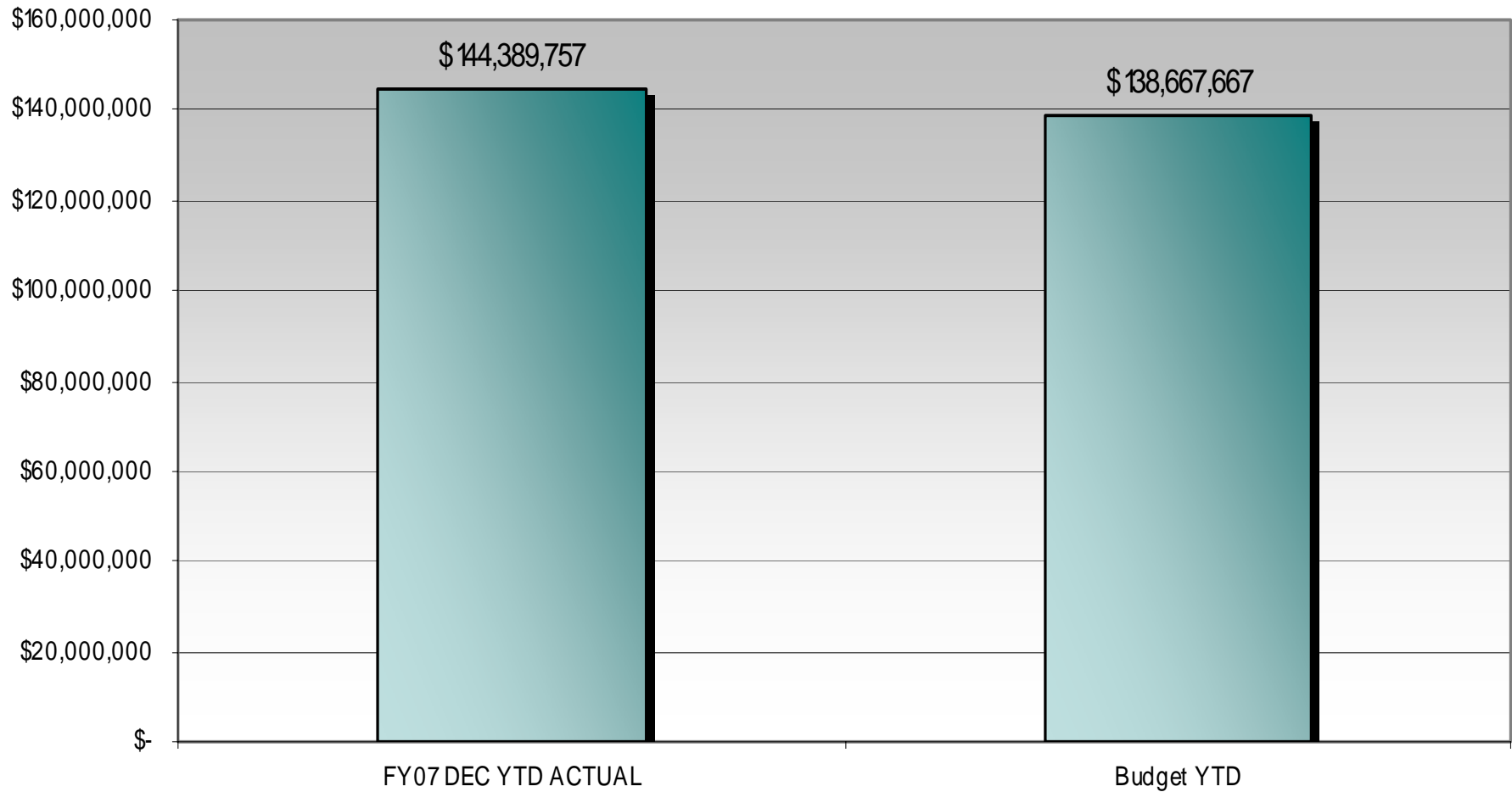
**#399 SERVICE**



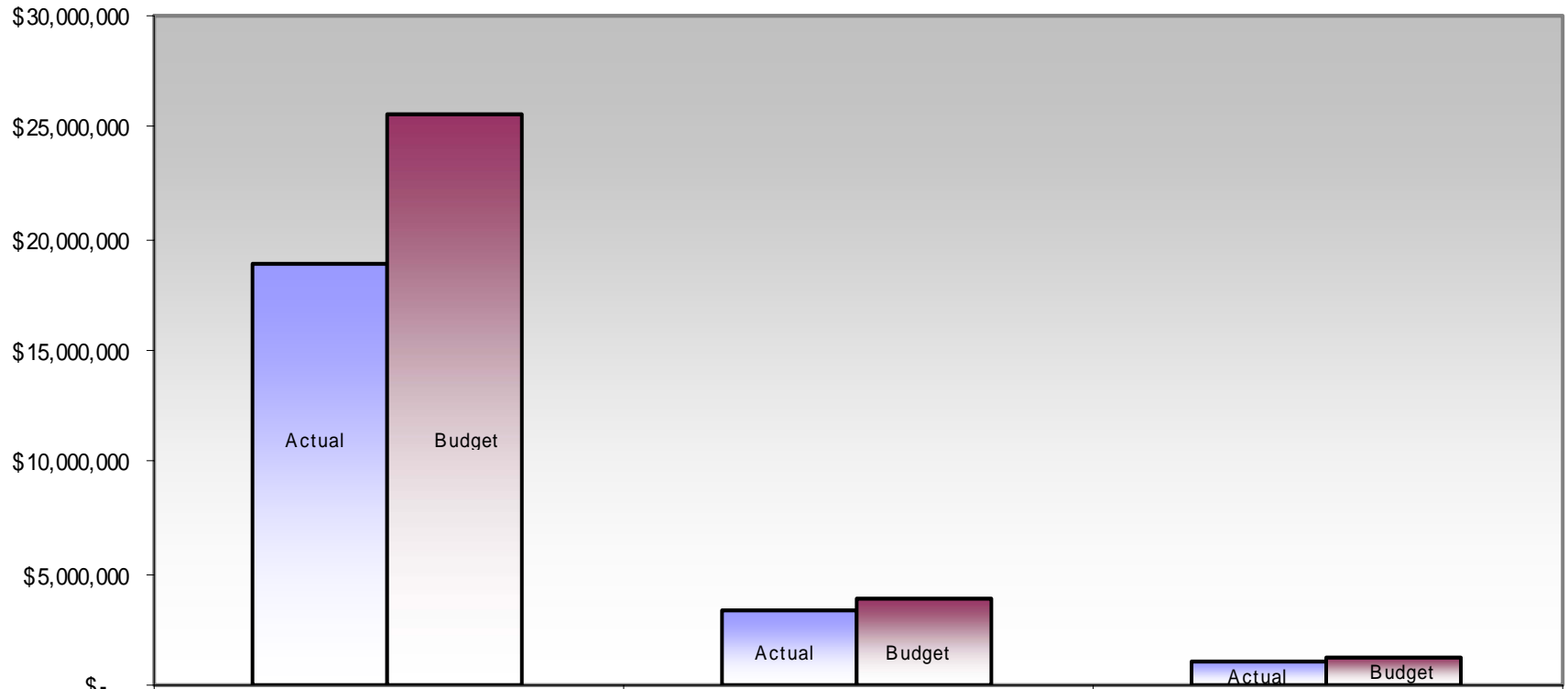
**Metro**

#399 Calls Received	
FY06-YTD Compared To FY07-YTD	
FY06- December YTD	FY07- December YTD
10,419	10,467


# Fare Revenue- FY07 December YTD



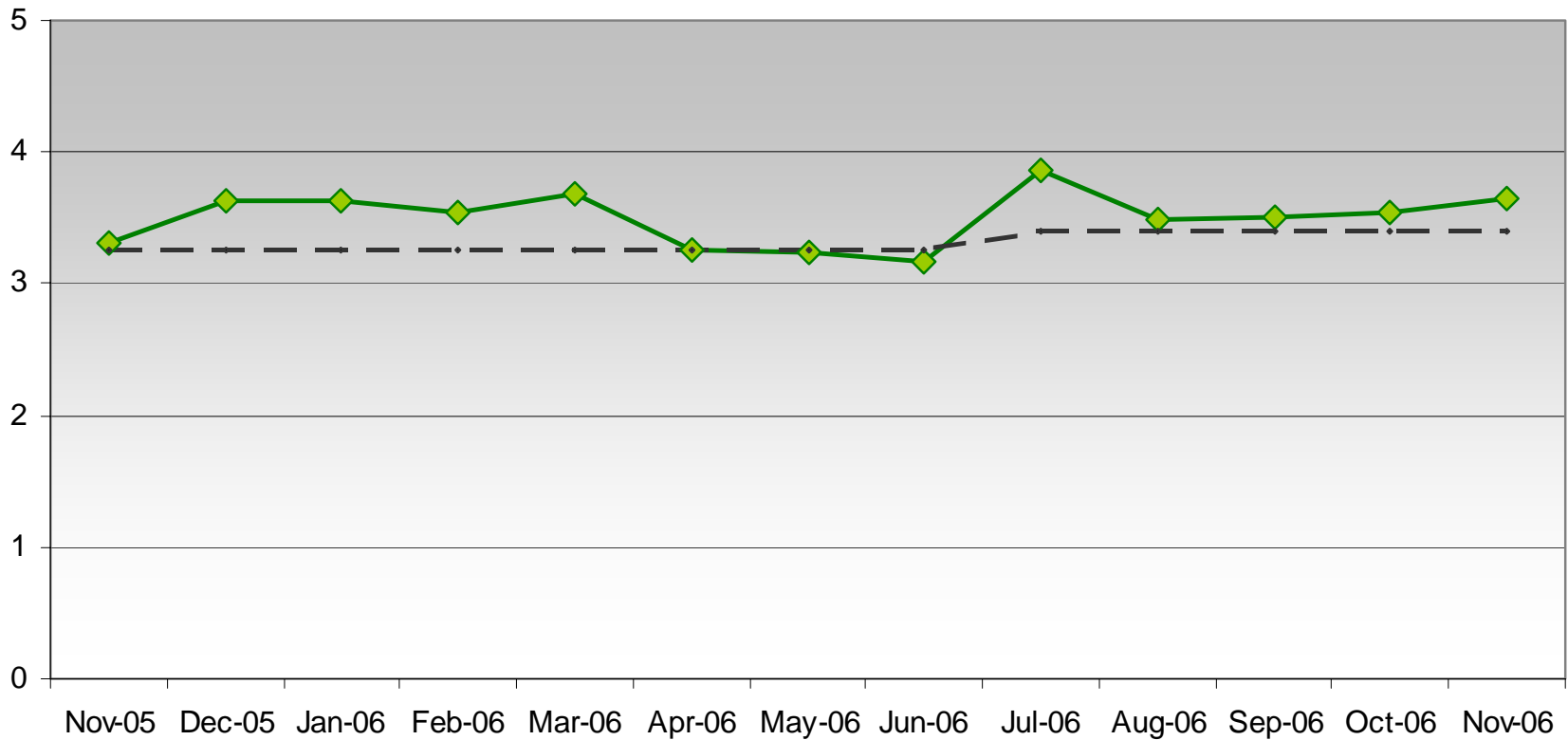
# Fuel- FY07 December YTD



	CNG	Diesel	Gasoline
December YTD Actual	\$18,813,882	\$3,361,686	\$1,006,886
YTD Budget	\$25,673,350	\$3,829,698	\$1,155,858

	<b>CNG: Under budget by \$6,869,468</b>	<b>Diesel: Under budget by \$468,012</b>	<b>Gasoline: Under budget by \$148,972</b>

# Bus Accidents per 100,000 miles- Systemwide

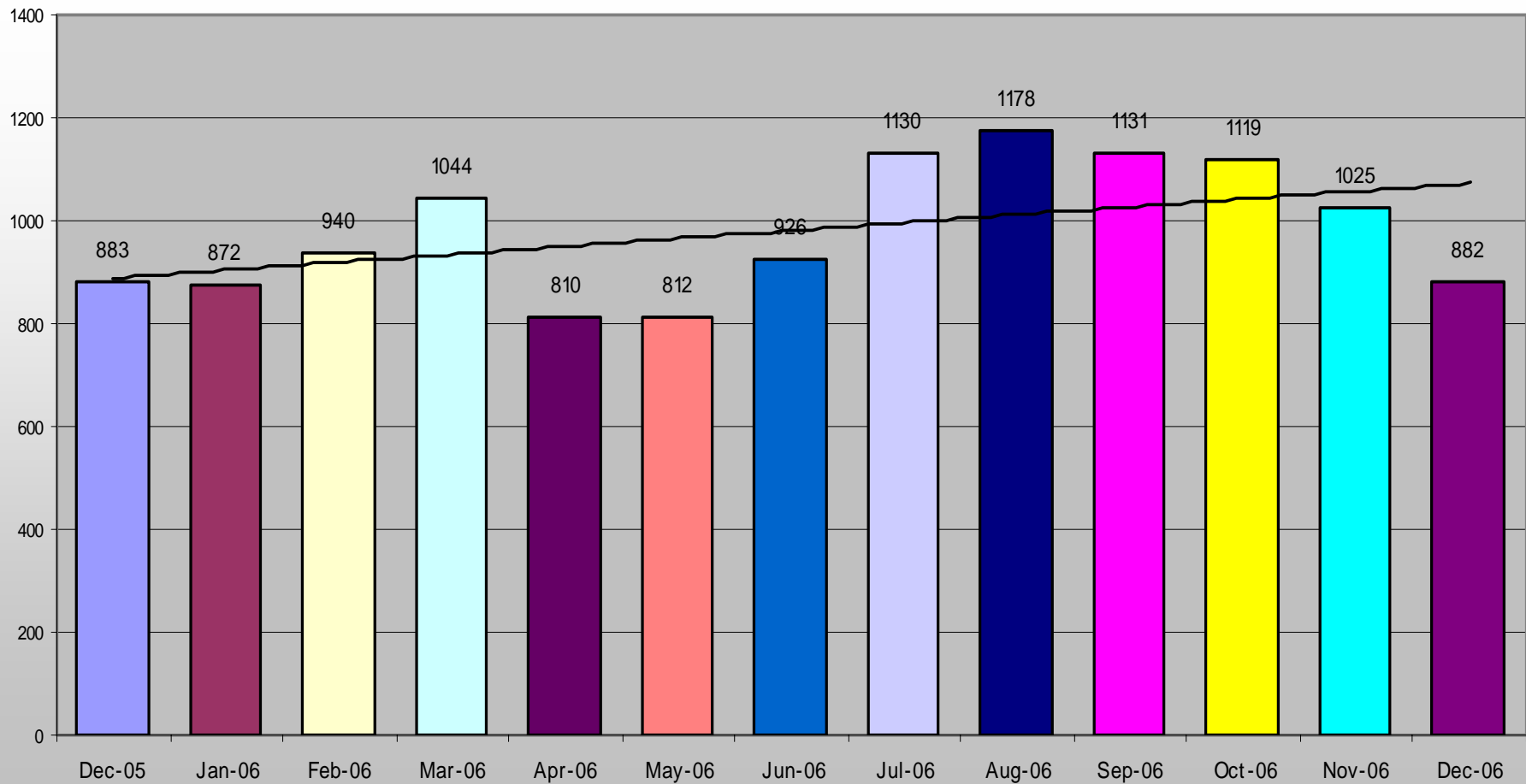


	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06
Actual	3.314	3.6299	3.6277	3.5328	3.6843	3.2587	3.2424	3.16	3.86	3.48	3.51	3.54	3.65
Target	3.25	3.25	3.25	3.25	3.25	3.25	3.25	3.25	3.4	3.4	3.4	3.4	3.4

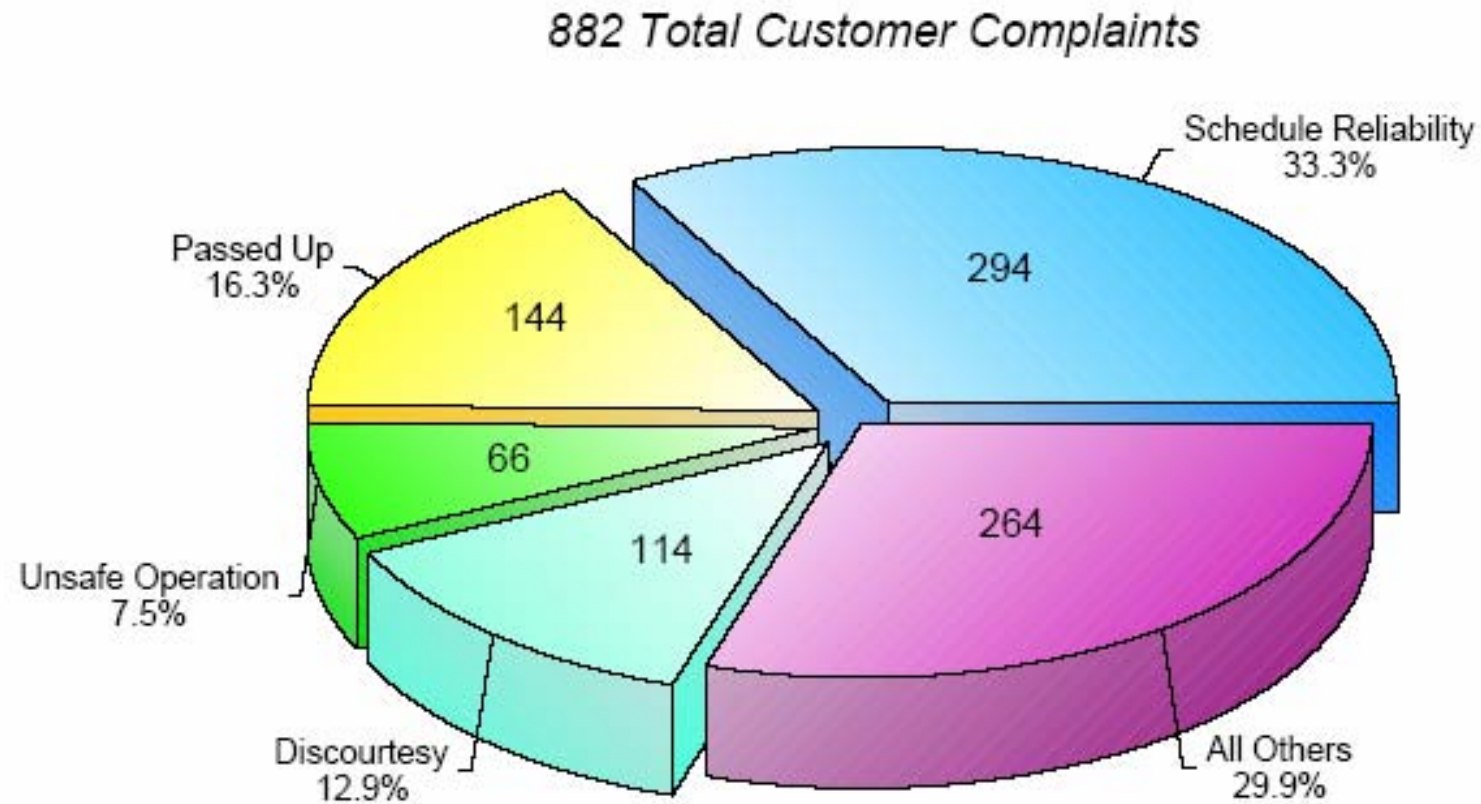


# Customer Service Complaints by Month

Customer Service Complaints by Month



# Customer Service/Complaints- December 2006





# Elevator & Escalator Performance Update

## Positive Results Since February 2006

Monthly Averages	2005	2006	Percentage Difference
Customer Complaints	6.25	3.8	-39%
Trouble Calls to Contract Services	108	54	-50%
Repair Hours	718	458	-36%
Preventative Maintenance Hours	1337	3032	227%

- Liquidated Damages Applied Exceed \$186,000 (Feb-Nov)
- Parts Inventory Increased to \$1.6 million
- Step Chain Campaign: 16 Units Since March
  - \$574,000 in Parts and All Labor at Contractor's Expense
  - Average Downtime Reduced: < 3 Days Compared to 36 Days
- Contractor's Weekly On-Site Hours Increased by 75 Percent



# METRO EFFORTS WITH FORD'S FUNERAL

